

ADVENTIST HEALTH CARE, INC.

Corporate Policy Manual

Public Disclosure of Charges

Effective Date 03/11/11
Cross Referenced: Charity Care AHC 3.19
Reviewed: 10.15.13
Revised: 11.01.13

Policy No: AHC 3.19.2
Origin: PFS
Authority: EC
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SCOPE:

This policy applies to Adventist HealthCare acute care hospitals located in the State of Maryland; Shady Grove Adventist Hospital and Washington Adventist Hospital.

PURPOSE:

To provide financial information to the communities we serve, the public and individual patients and payors with regard to the charges related to the services we provide.

BENEFITS:

Increase awareness of the cost of hospital care and make information available to the public to improve care decision making, planning and patient satisfaction.

POLICY:

Information regarding hospital services and charges shall be made available the public. A representative list of services and charges shall be made available to the public in written form at the hospital(s) and via the AHC website. Individual patients or their designated payor representative may request an estimate of charges for a specific procedure or service. This policy applies to all patients, regardless of race, creed, gender, age, national origin or financial status. Printed public notification regarding the program will be made annually.

PROCEDURE

- A. For the provision of information to the public concerning charges for services, a representative list of services and charges will be available to the public in written form at the hospital and also via the AHC web site. The information will be updated quarterly and average actual charges will be consistent with hospital rates as approved by the Maryland Health Services Cost Review Commission (HSCRC). The Financial Planning and Reimbursement Department shall be responsible for ensuring the information's accuracy and updating it on a quarterly basis. The Patient Access Department(s) shall be responsible for ensuring that the written information is available to the public at the Hospital(s). The Marketing Department will ensure that the information is available to the public on the AHC web site.

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- B.** Individuals or their payor representative may make a request for an estimate of charges for any scheduled or non-scheduled diagnostic test or service. Requests for an estimate of charges are handled by the Financial Counselors and/or Schedulers in the Patient Access Department at each Hospital.
- C.** The Patient Access Department is responsible for ensuring that appropriate training and orientation is provided to their staff related to charge estimates and the CDM alpha-browse/estimator tool. Requirements for the Financial Counselors and Schedulers training to ensure that inquires regarding charges for its services are appropriately handled include education on all necessary estimator tools both during their initial training and on annual job competencies.